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FRANKFORT, KENTUCKY 40601

## DEI MEMO 19-10

**TO:** KEHP ICs and HRGs

**FROM:** Department of Employee Insurance

**RE:** UPDATES - Open Enrollment Plan Year 2020

**DATE:** July 22, 2019

Please review this memo carefully as it contains several updates related to Open Enrollment, which is October 14 through October 30, 2019. However, KHRIS ESS will be available starting September 30. During Open Enrollment, enrollment for Health Insurance is mandatory. Also, members who want a Healthcare FSA or Child & Adult Daycare FSA must make the election during Open Enrollment. Lastly, members who want to change, terminate, or elect a new Anthem Dental or Anthem Vision plan must do so during Open Enrollment.

- Cross-reference members – all cross-reference members, except those cross-referenced with a KRS retiree or a KCTCS employee or retiree, can enroll online in KHRIS ESS.
- Open Enrollment Webinars – SAVE THE DATES – Webinars for Insurance Coordinators start on September 16 and end September 20. We are switching platforms for webinars, so there is a slight delay in sending the links and specific details. However, watch for an email from Kim Collins in mid-August that will provide additional information. Also, we will once again offer Open Enrollment Webinars for members starting September 23.
- New Hire Enrollment – Members hired between Sept. 1 and Nov. 1 **can** enroll through KHRIS ESS. If you enter the hiring action, the new hire will see both a 2019 new hire option and a 2020 Open Enrollment option. The new hire must use the following process: first, enroll for 2019 benefits; wait at least one day; then enroll using the Open Enrollment option.
- Paper Applications – Strongly encourage your members to enter their enrollment online or attend a benefit fair for enrollment assistance. **Paper applications must be entered into KHRIS at the agency level.**
- Availability of Online Enrollment – Although KHRIS ESS online enrollment is open for benefit fairs, others may enroll before October 14. Please be aware that we are not advertising the availability of ESS prior to October 14. **Customer service support for calls related to passwords, KHRIS User ID, Technical Support, etc., will not be available until October 14, the first day of OE, through October 30.**

- Benefit Fairs – Benefit Fairs start September 30 (see the attached schedule). Please encourage your members to attend. At all Benefit Fairs, there will be:
  - Enrollment kiosks;
  - Vendor representatives; and
  - Benefit information
- Qualifying Events – If a QE occurs between Open Enrollment and January 1, 2020, you **must** submit a 2019 Enrollment/Change Application and a 2020 Enrollment/Change Application.